Manitoba Justice
Criminal Justice Division (Victim Services)

Annual Report 2002-2003

Manitoba

104-04944/

ATTORNEY GENERAL
MINISTER OF JUSTICE

Room 104
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

The Honourable Peter Liba
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg MB R3C 0V8

MAY IT PLEASE YOUR HONOUR

I have the privilege of presenting the Victim Services Annual Report for the year ending March 31, 2003. This report details the accomplishments and activities of Manitoba Victim Services for the 2002-2003 fiscal year.

Respectfully submitted,

Gordon Mackintosh
Minister of Justice
Attorney General

Manitoba

Deputy Minister of Justice
and Deputy Attorney-General

Room 110
Legislative Building
Winnipeg MB R3C 0V8

Honourable Gord Mackintosh
Minister of Justice
Room 104, Legislative Building
Winnipeg MB R3C 0V8

Dear Minister:

I have the honour of submitting the Victim Services Annual Report for the year ending March 31, 2003. In accordance with Section 31(1) of *The Victims' Bill of Rights*, this report details information collected in relation to the Victim Complaint Process. It further articulates the progress of Manitoba Victim Services for the 2002-2003 fiscal year.

Respectfully submitted,

Bruce A. MacFarlane, Q.C.
Deputy Minister of Justice and
Deputy Attorney General

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Manitoba Victim Services

Manitoba Victim Services was established in 1984 to provide victims with support and a greater degree of participation in the criminal justice system. The goal of victim service programs is to reduce the negative impact of crime on the people of Manitoba. Victim services are delivered through the Public Safety Branch of Manitoba Justice, Court Services for Victims and the Integrated Legislative Response Team.

Vision

To have a justice system that is responsive to and facilitates the needs of crime victims.

Purpose

Victim Services primarily assists and supports victims involved in Manitoba's criminal justice system.

Victims have needs directly related to their involvement in the criminal justice system. They may require:

- information on the justice system and assistance as they proceed through the criminal justice process
- information and referrals to help them cope with the effects of the harm they have suffered
- compensation for expenses incurred as a direct result of the crime against them

Goal

To increase understanding of victims' needs and ensure basic support services are available throughout Manitoba to meet them.

Services d'aide aux victimes du Manitoba

Les Services d'aide aux victimes ont été établis au Manitoba en 1984 afin d'offrir du soutien aux victimes d'actes criminels et de leur donner la possibilité de participer davantage au système de justice pénale. Le but des programmes de services d'aide aux victimes est de réduire les répercussions négatives que les actes criminels ont sur la population manitobaine. Ils sont fournis par les Services judiciaires pour les victims et la Direction de la sécurité publique de Justice Manitoba.

Vision

Établir un système judiciaire qui est à l'écoute des victimes d'actes criminels et qui répond à leurs besoins.

Objectif

Les Services d'aide aux victimes servent principalement à aider et à soutenir les victimes ayant affaire au système de justice pénale au Manitoba.

Les besoins des victimes sont directement liés à leur degré de participation au système de justice pénale. Elles pourraient avoir besoin :

- d'information sur le système judiciaire ainsi que sur les services d'aide offerts tout au long du processus de justice pénale
- de renseignements et de services de renvoi pour les aider à faire face aux effets négatifs des actes criminels dont elles ont été victimes
- des indemnités pour les dépenses qu'elles ont engagées en conséquence directe de l'acte criminel dont elles ont été victimes

Objectif

Les Services d'aide aux victimes visent à mieux sensibiliser la population du Manitoba aux besoins des victimes d'actes criminels et de veiller à ce que des services d'aide de base soient en place partout dans la province pour répondre à leurs besoins.

Rationale and Governing Legislation

Recognizing Victims' Needs

On August 31, 2001, the Manitoba Legislature proclaimed *The Victims' Bill of Rights*. The Bill was passed to address the growing demands from victims for information about the investigation, prosecution and correctional management of the criminal cases affecting them. The Bill establishes for the first time in Canada a broad and enforceable set of rights for victims.

The Victims' Bill of Rights specifies the rights of victims when dealing with police, prosecutors, courts and corrections officials. Following is a selected list of rights available to victims under the Bill.

In Manitoba, victims have the right to:

- information about the status of an investigation
- know the name of any person charged or arrested in connection with the crime
- be informed about decisions not to lay a charge and the reasons for the decision
- be consulted on the use of pre-charge alternative measures being considered
- know the charge(s) against the accused
- give their opinion to the Crown attorney about whether an accused should be placed in custody or subject to conditions if released
- information about the status of the prosecution
- be consulted about the prosecution of the case
- information about the use of victim impact statements and pre-sentence reports
- information about how to apply for restitution
- an interpreter while testifying
- know the date, time and place of court proceedings and/or the sentence given
- information about court security measures and facilities
- access court records
- ask for a separate waiting area
- time off work, without pay, to testify, to present a victim impact statement or to observe sentencing
- know if the accused is in custody and where
- information about release dates, temporary absences or other dates if the accused is in custody
- know the terms and conditions of supervision orders
- make suggestions about a person's release on bail or temporary absence

Manitoba's *Victims' Bill of Rights* ensures that rights and services are offered to victims of the most serious violent crimes. As of August 31, 2001, victims of the following criminal acts were automatically registered to receive information and services:

- murder
- manslaughter
- aggravated sexual assault
- sexual assault with a weapon
- infanticide
- workplace fatalities
- criminal negligence causing death
- impaired operation of a vehicle causing death
- dangerous operation of a vehicle causing death

As of January 31, 2002, victims of the following offences were also able to register for information and services:

- aggravated assault
- assaulting a peace officer or public officer
- discharging firearm with intent
- attempted murder

Victims must call a Crime Victim Rights Worker to receive information and services for the four offences listed above, unless they are victims of domestic violence.

Manitoba Justice is committed to meeting the needs of all Manitoba victims. Services and rights will be extended to victims of other offences as the new legislation is phased in.

Fondement et loi applicable

Reconnaissance des besoins des victimes

Le 31 août 2001, l'Assemblée législative du Manitoba a promulgué la *Déclaration des droits des victimes*. Cette loi a été adoptée afin de répondre à une demande croissante de la part des victimes en vue d'obtenir des renseignements sur la gestion des causes criminelles les touchant, au niveau de l'enquête, de la poursuite et des services correctionnels. Pour la première fois au Canada, cette loi établit un vaste ensemble de droits exécutoires visant les victimes.

La *Déclaration des droits des victimes* précise les droits des victimes lorsqu'elles ont affaire à la police, aux procureurs de la Couronne, ainsi qu'aux agents des tribunaux et des services correctionnels. Voici une liste sélective des droits offerts aux victimes en vertu de la loi.

Au Manitoba, les victimes ont maintenant le droit :

- d'être informées du déroulement de l'enquête;
- de connaître le nom de toute personne accusée ou arrêtée par rapport à l'acte criminel;
- d'être informées de toute décision de ne pas porter d'accusation et des raisons de cette décision;
- d'être consultées sur l'utilisation possible de mesures de rechange avant la mise en accusation;
- de connaître les accusations portées contre l'accusé;
- de faire part de leur opinion au procureur de la Couronne quant à savoir si l'accusé devrait être détenu ou faire l'objet de conditions s'il est libéré;
- d'être informées du déroulement de la poursuite;
- d'être consultées au sujet de la poursuite;
- d'être informées au sujet de l'utilisation des déclarations des victimes et des rapports présentenciels;
- d'être informées sur la façon de demander une restitution;
- de recevoir les services d'un interprète pendant leur témoignage;
- de connaître la date, l'heure et l'endroit des instances du tribunal ou la sentence rendue;
- d'être informées au sujet des mesures de sécurité et des établissements du tribunal;
- d'avoir accès aux dossiers judiciaires;
- de demander une salle d'attente distincte;
- d'obtenir un congé non payé de leur travail en vue de témoigner, de présenter une déclaration de la victime, ou d'entendre le prononcé de la peine imposée;
- de savoir si l'accusé est en détention et l'endroit où il se trouve;
- d'être informées des dates de libération, des permissions de sortir ou d'autres dates si l'accusé est en détention;
- de connaître les modalités et les conditions des ordonnances relatives à la surveillance;
- de faire des suggestions au sujet de la mise en liberté sous caution ou des permissions de sortir d'une personne.

Les nouveaux services offerts en vertu de la *Déclaration des droits des victimes* incluent un processus de plainte amélioré. Il existe maintenant un enquêteur délégué aux victimes d'actes criminels au Bureau de l'ombudsman et les survivants d'homicide peuvent désormais faire une demande de fonds destinés à des services de counselling auprès du Programme d'indemnisation des victimes d'actes criminels.

La *Déclaration des droits des victimes* du Manitoba garantit que des droits et des services sont offerts aux victimes des actes criminels violents les plus graves. Depuis le 31 août 2001, les victimes des actes criminels suivants sont automatiquement inscrites pour recevoir des renseignements et des services :

- meurtre;
- homicide involontaire coupable;

- agression sexuelle grave;
- agression sexuelle armée;
- infanticide;
- décès en milieu de travail;
- négligence criminelle causant la mort;
- conduite avec facultés affaiblies causant la mort;
- conduite dangereuse causant ainsi la mort.

Depuis le 31 janvier 2002, les victimes des infractions suivantes peuvent également s'inscrire pour obtenir des renseignements et des services :

- voies de fait graves;
- voies de fait contre un agent de la paix ou un agent public;
- décharge intentionnelle d'une arme à feu;
- tentative de meurtre.

Les victimes doivent communiquer avec un travailleur délégué aux victimes d'actes criminels pour recevoir des renseignements et des services si elles ont été victimes des quatre infractions susmentionnées, à moins qu'il s'agisse de violence familiale.

Le ministère de la Justice du Manitoba est déterminé à répondre aux besoins de toutes les victimes manitobaines. Les services et les droits seront accordés aux victimes d'autres infractions au fur et à mesure de l'entrée en vigueur progressive de la nouvelle loi.

Year In Review

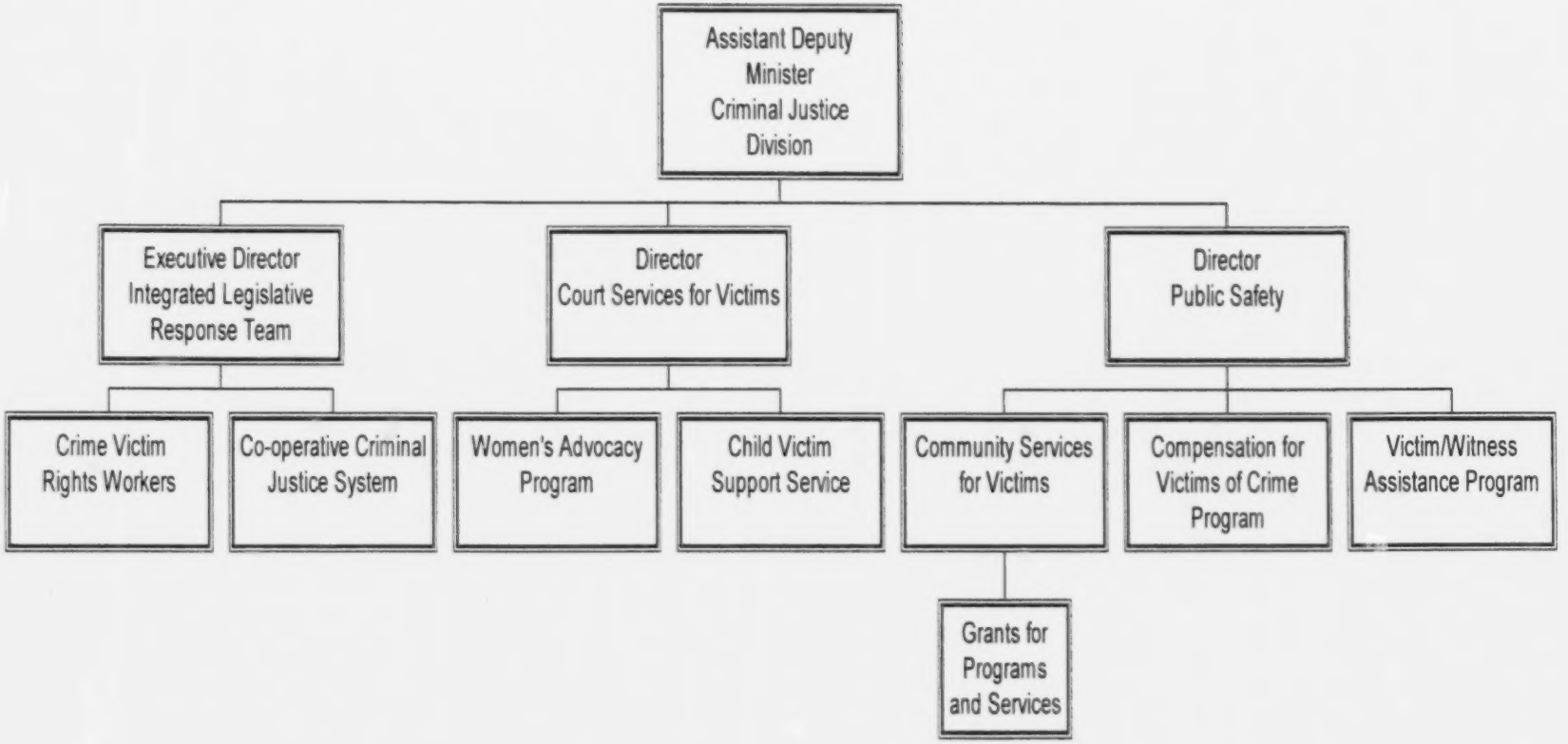
Since the proclamation of *The Victims' Bill of Rights* (VBR) in 2001, Manitoba Justice has continued to provide support services to victims of crime through the department's Crime Victim Rights Workers. Crime victims are also provided support through police-based and community-based programs.

After proclamation of the Bill, Manitoba Justice began to review all victim services in Manitoba, including the RCMP based Victim Services Program, to ensure a standard and coordinated province-wide level of victim services. In 2002/03, as a result of the review, 10 RCMP based victim services positions were re-designed. The new positions are co-managed between the RCMP and Manitoba Justice. The positions are now called Crime Victim Rights Workers. They are based in RCMP detachments in Manitoba to provide both pre- and post-charge assistance and support to crime victims.

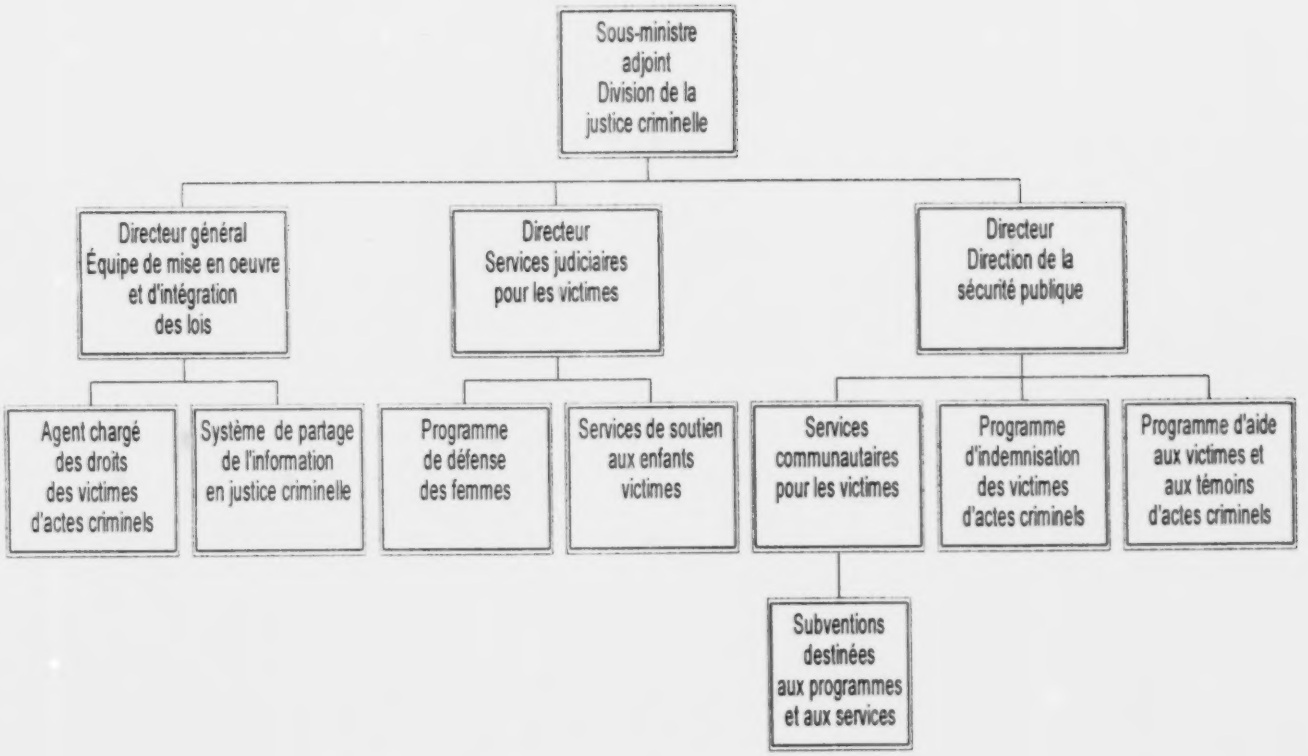
To provide victims with information on their rights under the Bill, 10 fact sheets were developed prior to proclamation of the Bill. The fact sheets describe the responsibility of each agency or Justice department as outlined in the Bill. In 2002/03, the Community Legal Education Association (CLEA) was asked to review all VBR print material for plain language. Victim service providers were also invited to provide feedback on the fact sheets. As a result of this review, appropriate changes were made and the fact sheets were amended to comply with *The Freedom of Information and Protection of Privacy Act* (FIPPA) of Manitoba.

In 2002/03 the Victims 1st Cellular Program underwent a review and expanded its service areas to include: Virden, Lac du Bonnet, Gimli, Flin Flon and Swan River. Service enhancements include the programming of the cell phones to accept incoming calls and a Victims 1st Cellular Coordinator contacting victims to conduct test calls with the cell phones.

Organizational Chart


Assistant Deputy Minister Criminal Justice Division
Executive Director Integrated Legislative Response Team
Director Court Services for Victims
Director Public Safety
Crime Victim Rights Workers
Co-operative Criminal Justice System
Women's Advocacy Program
Child Victim Support Service
Community Services for Victims
Compensation for Victims of Crime Program
Victim/Witness Assistance Program
Grants for Programs and Services

Organigramme


Sous-ministre adjoint Division de la justice criminelle
Directeur général Équipe de mise en oeuvre et d'intégration des lois
Directeur Services judiciaires pour les victimes
Directeur Direction de la sécurité publique
Agent chargé des droits des victimes d'actes criminels
Système de partage de l'information en justice criminelle
Programme de défense des femmes
Services de soutien aux enfants victimes
Services communautaires pour les victimes
Programme d'indemnisation des victimes d'actes criminels
Programme d'aide aux victimes et aux témoins d'actes criminels
Subventions destinées aux programmes et aux services

Integrated Legislative Response Team

The Integrated Legislative Response Team (ILRT) was formed in August 2001 and charged with responsibility for implementing *The Victims' Bill of Rights (VBR) (Manitoba), the Youth Criminal Justice Act (YCJA) (Canada*), and the design of a co-operative criminal justice computer data base . The ILRT focused on VBR operations and information system development to support and enhance service delivery to crime victims. The ILRT is expected to complete its mandate by April 2003.

The VBR legislation is being expanded in phases by defining designated offences for which the Bill applies by way of Regulation. The first phase of VBR implementation occurred on August 31, 2001, and the second on January 31, 2002.

Crime Victim Rights Workers–Winnipeg

With the launch of Phase I, two Crime Victim Rights Workers (CVRW) positions were created. Based in the Winnipeg prosecutions office, these CVRW positions provide post-charge support and assistance to crime victims under the VBR. They also serve victims of VBR offences in areas of the province that do not have CVRW positions assigned to them. In 2002/03, CVRW positions registered 177 victims and closed 54 cases.

Crime Victim Rights Workers—RCMP Based

With proclamation of the VBR, Manitoba Justice began to review all victim services in Manitoba, including the RCMP based Victim Services Program, to ensure a standard, coordinated province-wide level of victim services. The review recommended combining the RCMP and the Prosecutions-based service requirements in rural Manitoba. Effective April 1, 2002, Manitoba Justice and the RCMP began to co-manage the program and converted the 10 existing positions to CVRW positions. The rural CVRWs provide both pre-and post-charge assistance to victims of VBR offences and support to crime victims. They are based in RCMP detachments in the following Manitoba communities:

- Selkirk
- Portage la Prairie
- Virden
- The Pas
- Thompson
- Flin Flon
- Dauphin
- Gimli
- Lac du Bonnet
- Morris

A transitional program manager position is located in the RCMP 'D' Division Headquarters in Winnipeg and is responsible for the overall rural program operation.

Rural CVRWs serve approximately 39 percent of the rural population policed by the RCMP. They receive requests for service and assistance from outside their primary service areas and have responded to these requests in the majority of cases.

Last year, these CVRW staff and 28 volunteers made a total of 6,980 contacts with victims throughout Manitoba. Services were provided to 1,444 victims. Program volunteers generously donated a total of 3,563 service hours to crime victims and 8,946 hours of on call availability.

Co-operative Criminal Justice Computer Data Base System

In 2001/02, the ILRT began to develop new data base systems for victim service providers. The co-operative justice system will provide powerful new capabilities and connectivity for justice partners affected by *The Victims' Bill of Rights*. Once completed, the system will provide significant assistance to departmental staff in providing information to victims on a timely basis.

In 2002/03, PRISM II, the prosecutions computer tracking system, went live and the overall response to the new system has been very positive. A VBR component of the PRISM II system is currently under development. New components to be included are the ability to: generate a VBR physical file, delete a file, display the status of a VBR file, and flag primary contact information.

Court Services for Victims

Court Services for Victims is made up of the Women's Advocacy Program and the Child Victim Support Service. Both programs assist victims of crime by providing timely support, information about court processes, short-term counselling, advocacy and court preparation. Court Services for Victims provides court orientation, court accompaniment, case information and case referral to community resources. Program staff also liaise with the Crown attorney's office and other departments within the justice system on a victim's behalf.

Women's Advocacy Program

The Women's Advocacy Program provides services to victims of domestic violence in cases where criminal charges have been laid against their partners. The primary goals of the program are the provision of legal and resource information and advice about victims' options, rights, and responsibilities, the enhancement of their ability to make informed choices and potentially an increased level of personal safety. The Women's Advocacy Program offers ongoing support and short-term counselling throughout the court process.

Victims are contacted as soon as possible after a charge has been laid. They may choose to meet with a counsellor to ask questions and discuss any information relevant to the case. Appointments are offered at flexible times, on demand. The program emphasizes liaison and cooperation with staff working within the criminal justice system and service providers in the broader community. As such, clients' participation and understanding of the court process is enhanced and they have access to a wide range of services.

The Women's Advocacy Program is staffed by two administrative staff and ten full-time counsellors: six in Winnipeg and one in each of Brandon, Selkirk, The Pas and Thompson. During, 2002/03 staff responded to 5,186 intake calls.

The Women's Advocacy Program also provides safety information and cell phones to women who qualify for the Victims 1st Cellular Program.

Child Victim Support Service

Child Victim Support Service focuses on victims of sexual and physical abuse between the ages of 4 and 18 years. The program assists child victims and their families as they participate in criminal court proceedings.

A counsellor often sees victims several times preparing them for their testimony by familiarizing them with courtroom surroundings. They advise children, parents and guardians about the justice system, courtroom procedures and the use of screening devices, videotapes and closed-circuit television. Program staff may also help schedule meetings with the Crown attorney and accompany the victims to court.

Child Victim Support Service has five offices in Manitoba: Winnipeg, Brandon, The Pas, Selkirk and Thompson. The program has been expanded in Winnipeg to include services for adult victims of child abuse. In Winnipeg, two counsellors staff Child Victim Support Service. In rural areas, an individual staff member fulfils the functions of both the Women's Advocacy Program and Child Victim Support Service.

Referrals are received through various sources including Prosecutions, the RCMP and Child and Family Services agencies. In 2002/03 staff responded to 851 new clients.

Public Safety Branch

The Public Safety Branch of the Criminal Justice Division of Manitoba Justice was established in 1997 to consolidate victim services, crime prevention and public safety issues. The branch oversees services delivered by Community Services for Victims, Compensation for Victims of Crime and Victim/Witness Assistance, Provincial Crime Prevention, the Public Safety Branch Investigation Unit (PSBIU) and Lighthouses.

Community Services for Victims

Community Services for Victims (CSV) administers grants under the Victims' Assistance Fund (VAF). CSV is also responsible for producing policies and procedures and consultation related to legislation governing rights and services to victims.

In 2002/03, the department provided $160,946.93 in grants from the Victims' Assistance Fund to four police services and four community agencies providing services to victims.

The following grants were made from the fund during 2002/03:

Police-Based Victim Services

Pembina Valley Victim Services	$ 15,000
Brandon Police Service	$ 30,000
Dakota Ojibway Police Service	$ 26,000

Services

Winnipeg Volunteer Centre Inc.	$ 10,000
Age and Opportunity Inc.	$ 20,000
Association for Community Living-Manitoba	$ 25,000
Winnipeg Police Service	$ 14,446.93

Other

Manitoba Organization for Victim Advocates	$ 20,500
TOTAL GRANTS	**$160,946.93**

The management of the Victims' Assistance Fund is provided for under sections 40 to 43 of *The Victims' Bill of Rights*.

Revenue for the fund comes from court ordered fine surcharges. Section 43 of the Bill directs the funds to promote and administer services for victims and to allow Manitoba Justice to provide grants to agencies conducting research or serving victims.

Compensation for Victims of Crime Program

Compensation to victims has been provided by Manitoba Justice since 1971. Part 5 of *The Victims' Bill of Rights* sets out the legislative requirements for determining eligibility for benefits under the compensation program.

The Compensation for Victims of Crime Program compensates victims or their families for personal injury or death resulting from crimes.

Eligible compensation benefits can include:

- payment of medical expenses (prescription drug costs, ambulance bills)
- replacement of damaged clothing
- dental treatment, replacement or repair of dentures
- replacement or repair of prescription eyeglasses
- counselling
- compensation for lost wages if the victim is disabled or fatally injured
- support payments for dependants
- rehabilitation or retraining
- compensation for permanent disability
- payment of funeral expenses

Personal losses not covered by the program include:

- compensation for pain and suffering
- any loss under $150
- stolen items and/or money
- loss or damages to property, including a victim's car or home
- injuries received on the job when worker's compensation is payable
- injuries arising from a motor vehicle accident
- injuries sustained outside of Manitoba
- benefits that are payable through other insurance plans or programs

With the August 2001 proclamation of *The Victims' Bill of Rights*, survivors of homicide victims became eligible for grief counselling benefits. Other compensation can include income replacement, funeral expenses, training and rehabilitation expenses, medical and dental costs.

The program reports to the Director of Public Safety and is staffed by a manager, an adjudicator and two administrative support staff.

In 2002/03, the program processed 636 applications for compensation. In addition, the program provided services to approximately 225 long-term pension and wage loss claimants. In total, $3,186,636 in benefits was administered to victims during the 2002/03 fiscal year.

Victim/Witness Assistance Program

This program provides support services to crime victims and those who are subpoenaed as Crown witnesses in Provincial Court and Court of Queen's Bench. Services are provided through the Victim/Witness Assistance Kiosk on the main floor entrance of the Winnipeg Law Courts complex and a main office on the fourth floor of the complex.

The Kiosk service is supported by program volunteers and is open between 8:30 a.m. and 10:00 a.m. every weekday morning. In 2002/03, 926 people checked in for Court and 2,405 information enquiries were made at the Kiosk. As well, approximately 41,000 telephone contacts were made with victims and witnesses.

The main office is staffed by a manager, two support workers and specially trained volunteers who are familiar with the criminal justice system. Staff offer support and encouragement to victims and witnesses who may be intimidated by the processes of the criminal justice system. When appropriate, information about the court case is sought on their behalf. A program pamphlet and program fact sheet are sent out with all subpoenas issued in Manitoba. As well, the program has a toll-free telephone number for witnesses living outside of Winnipeg. In 2002/03, over 2,645

victims and witnesses received a variety of services including court orientations, court accompaniments, and court cancellation notifications.

Section 25 of the VBR guarantees victims who are the subject of enquiries about their own personal information under section 278.3 of the *Criminal Code*, the right to access free, independent legal counsel. In 2002/03, independent lawyers were retained by the manager to represent the interests of nine sexual assault victims where an application was made to the Court by defence counsel for access to their counselling or other records.

Special Programs

Victim Impact Statement Program

Since October 1998, the Province of Manitoba has provided victims with the opportunity to participate in the Victim Impact Statement Program. The program provides victims with the opportunity to have input into offender sentencing by describing to the Courts how they have been physically, financially and emotionally affected by the crime.

Following a review in 2001/2002, the Victim Impact Statement Program was standardized so that all Statements were processed in a similar fashion throughout the province. Under the new process, the Crown attorney handling the case or a Crime Victims' Rights Worker receives all Impact Statements.

Crime victims are advised of the Victim Impact Statement Program at the scene of a criminal incident by police. Under the VBR, police officers are required to inform the victims of their right to file a Victim Impact Statement by handing victims police incident cards. Incident cards contain the incident number, the police officer's name and phone number and the phone number of a local Victim Service Unit. They also list information about victims' rights including the right to file a Statement, as well as the 1-866-4VICTIM phone number to contact a Crime Victims Rights Worker.

Victims' Rights and Complaints

Manitoba's *Victims' Bill of Rights* affirms the rights of victims in law and provides a complaints process for victims who feel their rights under the VBR have not been met. The complaint process allows the victim the opportunity to bring the matter to the attention of the Director of Victims' Support Services for investigation and review. Further, in attempting to resolve the complaint, the agency may introduce new procedures, which can correct the problem for future clients.

The Bill defines a victim as a person against whom a crime has been committed or is alleged to have been committed. If the victim is deceased, the Bill includes members of the immediate family. If the victim is incapacitated, the Bill includes a designated representative.

If victims are dissatisfied with the results of their complaint, they may appeal to the Director of Victims' Support Services. If they are still dissatisfied, complainants may go to the Provincial Ombudsman.

The Director of Victims' Support Services must submit an annual report to the Minister of Justice summarizing the complaints received, how the complaints were addressed and any comments received from victims about the complaint process. The minister must then submit this report to the Legislative Assembly.

In 2002/03, a complaint carried over from 2001/02 was resolved and one formal complaint was filed under the complaints process.

The complaint filed in 2001/02 related to the prosecution of a case. Seven specific complaints were brought forth by the victim:

1. There were too few meetings between the Crown and the victim.
2. No consultation took place between the victim and the Crown on plea bargaining and sentencing.
3. The Crown did not comply with the VBR.
4. The victim was not given the times, dates and places of important court dates.

5. The victim was not given the opportunity to present a Victim Impact Statement.
6. Inappropriate consultation took place between the Crown and the defence attorney.
7. The victim was told not to speak with the media.

While the review concluded that the prosecution complied with its obligations to the victim, the Director has recommended the following policy changes:

- All meetings, calls and discussions, with the victim will be recorded in PRISM.
- Victim contact policy will be amended to ensure victims get detailed answers right away.
- Victim Impact Statement policy will be amended to ensure victims are told they can add additional information to their Statement through an addendum.
- Policy will be amended to ensure victims are better informed of the Crown role in the court case.
- A fact sheet about speaking to the media will be produced.

The complaint filed in 2002/03 related to the victim's overall treatment by the criminal justice system. Two specific complaints were brought forth by the victim:

- The victim was not treated as a victim under the VBR.
- The victim was not given the particulars of the case.

In response to this complaint, the investigation found that the complainant was not a victim as defined under the VBR. However, departmental staff investigating the case attempted to accommodate the complainant's request for information about the particulars by arranging a meeting between the complainant and the Crown.

Includes 10% post-consumer waste